



## 911 Paramedic and Emergency Ambulance Services

Serving the Santa Clara County Exclusive Operating Area



### POSITION POSTING

**Position Title:** **Operations Specialist**

**Position  
Description:**

**Job Summary:**

The Operations Specialist works in the assigned area to ensure service is consistent with expectations. The Operations Specialist is a primary outside agency relations point of contact performing management functions and tasks as assigned by the General Manager, as well as other daily activities essential to the quality of operations. The Operational Specialist works closely with all departments within and external to the organization in order to foster a strong team relationship and is responsible for ensuring appropriate support of the County, designated municipalities and partner agencies, healthcare facilities and systems.

**Essential Functions:**

**Operational Objectives**

- Represent the Company by being proactive, courteous, professional, and a patient and system advocate.
- Maintain a clean and professional appearance and behave ethically while working cooperatively and collaboratively with other members of the health care system, co-workers, and the public.
- Assist upper management with system status management and planning and compliance reporting.
- Researches system anomalies through analysis of historical statistical data, CAD data, and voice recordings.
- Proactively notifies General Manager of any impending issues related to response time compliance.
- All other reports as requested.
- Coordinate operational aspects of community events, standby and specialty services
- Take-in, document and respond promptly to customer inquiries, following the Company's internal Customer Concern and Needs Resolution Process.
- In conjunction with the General Manager, is responsible to assess and ensure staff and equipment needs for the assigned area are met
- Maintain regular contact with the Communications Center promoting continuous process improvement.
- Mentor new employees. Support field personnel, provides assistance in creating an environment in which they can better accomplish their objectives.



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- Manage Corrective Action process.
- Perform other duties as assigned including those specific to the local operation.
- Investigate problems or inquiries when resolution cannot be made by assigned staff members or when requested to intervene by General Manager.
- Maintain an open-door policy for any employee who wishes to discuss issues or problems which have not been resolved through the chain of command.
- Attend all meetings which may require company representation or input.
- Maintain availability during disaster situations or mass casualty incident and assist in any capacity needed.
- Work at certification level when staffing level requires.
- Maintain clinical credentials and practice within your certification skill set as specified by the Company.
- Operate and drive an ambulance with regard to state and company safety policies.
- Comply with all protocols for treatment and transportation of the sick and injured as defined by the Company, local, and state authorities.
- Regular attendance consistent with scheduled hours.

### Compliance

- Neatly, accurately and thoroughly document pertinent information on all required forms and documents and within specified databases.
- Assists General Manager with the resolution of county inquiries/complaints regarding compliance by completing statistical analyses, pulling CAD data and listening to voice recordings.
- Complete assigned work and file appropriate documents prior to leaving duty.
- Maintain a safe and healthy workplace in accordance with all appropriate OSHA standards, Company policies and local standard operating procedures.
- Complies with and enforces all policies and procedures.
- Successfully completes all required Compliance Training within the required time period.

### Human Resource Management

- Provide direction to direct reports to ensure appropriate levels of training and feedback, and to promote an environment consistent with Rural/Metro culture throughout the market.
- Works effectively with Administrative, Field Operations and Support Services personnel to ensure a detailed, organized and highly efficient service delivery approach.
- Support Corporate and local market initiatives



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- Participate in recruiting and training certain positions.
- Liaison to internal and external customers with respect to understanding Company Health & Safety initiatives, policies and procedures.
- Ensure that the group provides outstanding customer service 24 hours a day.
- Coordinate activities to maximize the efficiency of all processes.
- Performance management of personnel including, mentoring, development plans and performance improvement plans.

### Training

- Ensure that all required Certifications are current and remain current.
- Attend all Company required training, and all mandatory Company updates. Complete the training in the allotted time the Company sets.
- Maintain knowledge of job and medical field.
- Keep current on training for new equipment, procedures, policies, techniques and operational plans.

### Qualifications:

- Current state Paramedic certification as required by County and State.
- Current CPR Pro certification card.
- Current ACLS card.
- Current state Driver's License in good standing.
- Current state Ambulance Driver's License in good standing.
- Satisfactory driving record in accordance with the Company's Driving Policy.
- Ability to work cooperatively with other employees and agencies to provide the highest level of patient care and service.
- Ability to read and interpret all required documents and write required reports and correspondence.
- Excellent oral and written communication skills.
- Demonstrated proficiency with Microsoft Office.
- Excellent internal and external customer service.
- Exceptional attention to detail with strong organizational skills
- Other qualifications/certifications specific to the local operation and/or contract requirements.
- Satisfactorily meet Company physical assessments/tests.

### Physical Requirements:

Physical ability to perform all tasks required in the performance of typical EMT or



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Paramedic duties.

This brief summary is not an all-inclusive description of job duties. Other job duties and responsibilities may also be assigned by the incumbent's supervisor at any time based upon Company need.

EOE, m/f/d/v.

**Position  
Location:**

Santa Clara County, CA

**Position  
Comments:**

To request more information regarding this job posting, please send an inquiry to the following:  
**Santa Clara Recruitment** - E-Mail: [santaclara@rmetro.com](mailto:santaclara@rmetro.com)